THE REPUBLIC OF UGANDA

Uganda Child Helpline Annual Statistical Report on Cases of violence Against Children FY2017/18

MINISTRY OF GENDER, LABOUR AND SOCIAL DEVELOPMENT

November 2018

Foreword

I am pleased to present you the Uganda Child helpline Annual report 2017/18 that provides statistics on various forms of Violence against Children. The report goes ahead to give details of the achievements, challenges and recommendations that are expected to improve the situation of the children who are abused. Uganda Child Helpline Service (UCHL), which is a voice for countless children being affected by VAC across the country may be accessed via the link www.uchl.mglsd.go.ug

This annual report is a series of other reports that have always been produced by MGLSD with support from UNICEF. The previous annual reports had data presented mainly in tabular laid presentations. Currently, there has been increased attention towards giving a narrative to the tables and also presenting the data using graphical user friendly presentations. There is also increased interest by the Government, Development Partners, Civil Society Organizations and international organizations to utilize this report for programming the implementation of interventions that are geared towards reducing VAC cases in the country.

This annual report is therefore another milestone in the Government's commitment to make data on VAC available to enable Government and Development partners improve the quality of life of the vulnerable and marginalized groups of children in the country, and protect them from continued child abuse. I urge all the stakeholders dealing with children to continue supporting, Government's efforts towards protecting the rights of our children in this Country.

Pius Bigirimana
Permanent Secretary

Acknowledgement

Ministry of Gender, Labour and Social Development (MGLSD) is dedicated to the production and dissemination of the child helpline report in order to guide Planning and Decision making at various levels. The ambition to use data for decision making at various levels of governance and production in Uganda has increased and therefore the production of this report will go a long way in providing data for this cause that concerns the deprived and marginalized groups of people such as the children. Data is essential for evidence based decision making in policy formulation and implementation.

It's therefore my expectation that as you read this report, you will find it both informative and motivating. In addition, it will give you greater insight into the work undertaken by the Statistics Unit of MGLSD to fight for the rights of our children by compiling, analyzing and disseminating the detailed report on VAC cases.

The process of developing this statistical analysis report was highly participatory and consultative. I would like to extend gratitude to all stakeholders who made the development of this report a success. These key stakeholders include United Nations International Children's Emergency Fund (UNICEF), Plan International, Save the Children Uganda and World Vision Uganda. The support they have provided at the district levels has enabled district action centers to be responsive to cases reported to them through the UCHL system. Further, gratitude goes to the partners on the ground; the para social workers, the Child Protection Committees (CPCs), Local Council (LC) 1 offices, the Child and Family Protection Unit/Officer (CFPU/O), the Community Development Officers (CDOs), the District Probation and Social Welfare Officers (DPSWOs) and various Civil Society Organizations (CSOs) whose quick action brought a sigh of relief to many previously abused children.

Special thanks also goes to UNICEF our Development Partners for their valuable contribution to the development of the Child helpline and this report. To everyone who played a role and contributed to the formulation of this report, I thank you and look forward to the usage of the report to guide in the sustainable action aimed at the progressive elimination of violence against children.

As the Ministry of Gender, Labour and Social Development (MGLSD), prioritization and allocation of resources towards the investment for child protection are urgent obligations. We will continue to lobby for financial resources from Government and Development Partners, to sustain the child helpline activities.

Executive Summary

Ministry of Gender, Labour and Social Development is an institution that is responsible for the protection and care of children under institutional care. As we come to the end of this year of transforming the lives of children in need in Uganda; there is need to have quality statistics that is going to inform next year's planning for children living in poverty, deprivation, exploitation, exclusion and vulnerability that cause life-long irreversible effects in their lives even after they transit decision making into adulthood.

This report is therefore expected to provide information that will guide decision making, policy formulation and planning in the financial year 2019/20. Over the review period, the analysis reveals that the total number of calls made were 234,069 of which 8.4 % were made by females, 16% by males and 75.6 % unknown. The unknown callers were those who did not reveal their sex. In regard to case management; Cases closed were 231,502 (98.9%), Incomplete were 89 (0.004%) and Ongoing were 2,478 (1.06%).

The leading language used in reporting cases was Luganda with 22,722 calls followed by English and Runyankore with 18,292 and 3,783 calls respectively. Majority of the cases (12,097) were reported by the community followed by family members with 3,491.

The Child abuse cases reported on included: child exploitation, child neglect, child trafficking, emotional abuse, murder, online child sex and violence, physical abuse, and sexual abuse. Of these child abuse cases, child neglect took the lead with 1,791 cases (51.6% males, 45.3 % females and 3.1% unknown). This was followed by sexual abuse with 753 cases (726 females (96.4%) and 10 males (1.3%) and 17(2.3%) unknown.

In addition, the type of services offered to the clients included, legal support services, and provision of information, Psychosocial Support Services and others.

In generating this Report, the statistical team observed that most calls were captured as unknown (others) and yet these could be useful data points that would enrich the data base (missing information). The team therefore recommends that the call center managers should always endeavor as much as possible to make repeated follow up phone calls to get the missing information from the clients. Case Management System should be linked to the National Gender Based Violence data base (NGBVD) and the OVCMIS to avoid cases of double counting related to children statistics

List of Acronyms

CDOs	Community Development Officers
CFPU/O	Child and Family Protection Unit/Officer
CPCs	Child Protection Committees
CSOs	Civil Society Organizations
DPSWOs	District Probation and Social Welfare Officers
GISOs	Gombolola Internal Security Officers
LC	Local Council
MGLSD	Ministry of Gender, Labour and Social Development
OVCMIS	Orphans and other Vulnerable Children
UCHL	Uganda Child Help Line
UNICEF	United Nations International Children's Emergency Fund
VAC	Violence against Children

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1.0 CHAPTER ONE:

1.1 Introduction and Background

In 2014, the Ministry of Gender Labour and Social Development (MGLSD) in partnership UNICEF and other stakeholders established the Toll Free Number 116 as the Uganda Child Helpline (UCHL)/Sauti to encourage children and adults to report cases of child abuse and all forms of child rights violations. The UCHL service is one of the mechanisms to strengthen child protection in the Country as a government of Uganda led service. UCHL links children at risk, in need of care, and support & protection, to various services through case management reporting pathways. The brand Sauti emphasizes the importance of strengthening and safe guarding voices of children especially the most vulnerable and marginalized who are often unheard and denied protection and care.

The Uganda Child Helpline, also known by its brand name "Sauti", offers a toll free telephone service on the short code 116 which is accessible on all telecommunication networks in the country. The telephone service operates 24/7 and is just one of the ways in which the Child Helpline aims to protect children. Other approaches employed by the Helpline to offer child protection include: Handling walk-in clients' cases; Responding to cases reported through the U-report platform; Follow up of child abuse cases reported through various Media (including social media); Handling cases that entail Online Child Sexual Abuse; and Community awareness raising campaigns in schools, communities and on radios & television, etc.

About 55% of Uganda's population are children (below age of 18) where 8% of those children are orphans. This entire population of children needs to be protected so that they can enjoy their rights and achieve their full potential, dreams and aspirations. In order to do so, the government through the MGLSD runs the UCHL, a child protection mechanism where cases of child abuse can be reported through the telephone as presented in this annual statistical report.

1.2 Situational Analysis

1.2.1 Global situation of child abuse cases

Child abuse or child maltreatment is physical, sexual, or psychological maltreatment or neglect of a child or children, especially by a parent or other caregiver or by any person who not necessarily a parent or caregiver and is involved in committing an act that violates the rights of a child. Child abuse may include any act or failure to act by a parent or other caregiver that results in actual or potential harm to a child, and can occur in a child's home, or in the organizations,

schools or communities the child interacts with. The terms child abuse and child maltreatment are often used interchangeably.

Child abuse is a worldwide concern that is affecting all countries regardless of their levels of development and the magnitude of the child abuse cases varies from one country to another depending on the effectiveness of the child protection services that are enshrined within the countries. Globally there are eleven countries with pronounced child abuse cases. The Highest Rates of Child Abuse in the World is in Australia where it is estimated that close to 50,000 cases of child abuse are reported in Australia each year. Another country is also the United States of America, the world's most developed economy. In the USA, 1 out of 5 teenagers say they have faced some kind of abuse either in school or at home. USA deals with almost 20,000 such cases annually. Another developed country equally grappling with child abuse cases is Russia which is ranked fifth globally. It is one of the most developed countries where quality of life is high. It might come as a surprise to many but Russia has to deal with around 10,000 to 11,000 child abuse cases each year. United Kingdom is another developed country that has also registered high cases of child abuse. According to a study one in every 200 adults in United Kingdom is a pedophile. In England alone more than 16,000 cases of child abuse, neglect and assault are usually recorded annually. (Sunday Mirror, 2018)

In Asian countries, Afghanistan is one of the leading country with cases of child abuse registered annually. The political unrest and unavailability of necessities of life in Afghanistan play a big role in child abuse and rape cases. Annually, more than 18,000 of new child abuse cases emerge in Afghanistan. Others include India and Pakistan. India and Pakistan are among the countries leading in child abuse cases registered. From 2001 to 2011, India saw a considerable rise in child abuse cases. The numbers rose from 2,000 to around 7,500 in 2011. Like Pakistan, India has a major child labor problem too along with assault and rape. Pakistan, which is also known as the "Land of the braves", is not so brave when it comes to child labor. More than 2,500 cases of child abuse including sexual assault are reported each year. The country is mainly troubled with child labor more than any other thing. (Times Media, 2007)

1.2.2 The situation in sub Saharan Africa
In Africa, Zimbabwe leads the pack among the 11 Countries with the highest rates of child abuse cases in the World. It is estimated that in Harare only more than 30,000 cases of child abuse and rape have been officially recorded during the past 4 years. (The Herald, 2010). Botswana is famous for being one of the worst healthcare facilities in the world and child abuse issues. It is estimated that around 10,000 cases of child abuse in Botswana are reported annually. South Africa is another fast developing Nation in Africa that is known for child abuse and suffers from,

problems like, poor healthcare structure and child abuse. According Helping Hand, (2015) more than 3,000 cases of child rape and assault are reported annually.

1.2.3 The situation in Uganda

Uganda has many cases of violence against children (VAC) that are wide spread in many aspects. VAC happens in homes, communities, schools, on roads, on internet, on phone and other avenues. VAC cases are usually reported to the Police, district probation officers, LC officials, religious leaders, and others. In addition to these avenues for reporting the VAC cases, the Ugandan Government with the help of development partners has developed the NGBV database where cases of GBV are reported via the system. The other case management system developed with the support of UNICEF and is fully functional is the Uganda Child helpline. Many individuals have found the helpline a useful tool to report cases of Violence against Children (VAC) without fear of retribution. In the year 2016, the child helpline registered 238,629 calls where 2,878 were serious cases of VAC that sometimes posed a danger to life and caused death for the children involved. An additional 373 cases were received through the media and walk-in clients.

Another indirect form of Violence registered against children is in child marriages that results into teenage pregnancies. Out of 1.2 million pregnancies recorded in Uganda annually, 25 per cent of these are teenage pregnancies. This means that more than 300,000 teenagers who get pregnant also account for the bulk of unwanted pregnancies, which end up in unwanted births or abortion. (Population Secretariat, 2013)

Regionally, teenage pregnancy rates are overwhelming. According to the National Strategy to End Child Marriage and Teenage Pregnancy (2015/16), the rates are high in Northern Uganda (59%), followed by Western (58%), Eastern (52%), East Central (52%), West Nile (50%) and Central (41%).

According to the National Gender Based Violence (NGBV) database, 2017, statistical findings revealed that from January 2013 to July 2017 more than 414 child marriages were registered and of these 401(96.9%) were females and 13(13.1%) were boys. Further, statistics revealed 802 cases are of forced marriages and of which 777(96.9%), cases were for girls. A close look at the ages of these victims clearly reflects that most of these cases were children below the age of 18 years and therefore should have been reported as defilement cases other than regarding them as forced marriages. This gross child abuse goes unnoticed under the cover of child marriages and needs to be unearthed and the perpetrators brought to book accordingly.

Regionally, child marriage rates are overwhelming in the Northern region. According to the NGBVD data base 2017, the rates are high in Northern Uganda (59.7 %), followed by south Western (10.4%), Eastern (6.04%), Central (5.3%), Karamoja (4%), Western (2.7%), Busoga (1.93%) and West Nile region (0.24%).

Conclusively, prioritized action, dedicated resource allocation and investment in child protection are urgent imperatives that a country needs to plan for if children are to be saved.

2.0 CHAPTER TWO:

2.1 Methodology

Quantitative data analysis techniques were mainly deployed to analyze and present statistics in a basic fashion that can easily be understood for purposes of planning and decision making. Data was accessed/extracted from the data base of the Uganda Child helpline system over the period running from July 2017 to June 2018. The data was then subjected to thorough cleaning and editing processes before embarking on the actual analysis.

Data analysis was done using excel and STATA. Analysis tables were drawn up and appropriate statistical graphs drawn accordingly in excel.

The statistics team systematically did the analysis of data by categorizing the analysis into two components and these are: Analysis of calls and Analysis of case Management

Under analysis of calls, the following variables were analyzed: Languages used in reporting; Categories of calls by sex; Sources of information; Analysis of child abuse cases reported by sex and; Category of information inquiry

Analysis of case management involved: Perpetuator marital status; perpetuator relationship to victims; Victims perceptions of health status; Child care givers and; category of counselling services by sex.

The Analysis team also did a comprehensive literature review by looking at VAC and child abuse cases against children at Global, sub-Saharan and then Ugandan situation for comparison purposes.

Finally, consultations were also made with call center managers at kireka (UCHL headquarters) in a bid to unpack the meaning of unknowns that are common in the analysis tables.

3.0 CHAPTER THREE:

This chapter explains how the statistical team did the data analysis by categorizing it into two components i.e; analysis of cases and the analysis of case management.

3.1 Analysis of calls
Under analysis of calls, the following were considered;

3.1.1 Callers by Sex
In order for child abuse cases to be reported through UCHL, calls have to be made to the helpline. The table below indicates that out of 57,054 callers, 37,474 (65.7%) were males while 19,580 (34.3%) were females. This implies that more men contacted the helpline compared to their female counterparts.

Table 1: Callers by Sex

Sex	Frequency	Percentage (%)
Female	19,580	34.3
Male	37,474	65.7
Grand Total	57,054	100.0

Source: UCHL Case Management System

3.1.2 Languages used in reporting the Cases against Affected Children
The calls that were made through the Uganda Child helpline were in various languages. Information from the table indicates that the leading language used for reporting was Luganda with 22,722 cases, followed by English and Runyankore with 18292 and 3783 respectively. The least language used was Lusamya (9) while the rest of the languages were averagely used. Blank calls, silent calls and line testing calls contributed to the unknown calls.

Table 2: Languages Used in Reporting

Caller Language	Frequency
Acholi	127
Alur	40
Ateso	119
English	18,292
Jap	95
Karamojong	13
Kiswahili	337
Lango	66
Luganda	22,722
Lugbara	35

Lugisu	36
Luo	463
Lusamya	9
Lusoga	1044
Madi	18
Rukiga	424
Runyankore	3783
Runyarwanda	23
Runyoro	293
Rutoro	708
Unknown	185,422
Grand Total	234,069

Source: UCHL Case Management system

3.1.3 Source of the Information

The category of callers who provided information through the helpline constituted of various groups of people. The majority (12,097) of the cases were reported by community members followed by family members with 3,491 cases. This portrays that the community has got knowledge of UCHL and it services.

The CDO, crime preventers, helpline, GISO, family, student, walk in clients, para social workers, probation officers and others reported one to two cases each. 217,888 cases were from unknown sources (that resulted from silent, prank, line testing and incomplete calls, wrong numbers among others.

Table 3: Source of Information

Source of information	Frequency
CDO	1
Community	12,097
Crime preventer	1
Family	3491
G.I.S.O	1
Government Officer	1
Helpline	2
Hospital	7
Information got from the Victim	2
Local Council	68
Mapped Client	84
Media	13
Mother	2
Neighbour	1
Organisation	55
Para Social Worker	3
Police	40
Probation Officer	3
School	142
Self	164
Student	1
Walk in Client	2

Unknown	217,888
Grand total	234,069

Source: UCHL Case Management system

3.1.4 Main category of calls by sex

According to the analysis that was carried out, the main category of calls received through the Uganda Child helpline by sex were 234,069. Out of the total number, most of calls made were by males (5,820) compared to their female callers (4,991). Unknown calls were 223,253. This was mainly due to the fact that some calls were prank calls, blank calls and silent calls, etc and these were mainly other calls. Majority of the callers (13,092) sought information about the helpline, followed by those who wanted counselling and 57 callers were reporting abuse cases. It should further be noted that, although more calls were generally made by the males, more females made calls in regards to reporting abuse cases (1,837) and counselling (504). This is due to the fact that more women know more about the services of the helpline compared to the males.

Table 4: Main category of calls by sex

Case Main Category	Female	Male	Unknown	Grand Total
Abuse	1837	1224	57	3118
Counselling	506	433	96	1035
Information/Inquiry	1820	2729	8538	13092
Others	828	1434	214,562	216,824
Grand Total	4991	5820	223,253	234,069

Source: UCHL Case Management System

3.1.5 Category of other Calls

Statistics from the UCHL indicate that a total of 216,746 calls were 'Other' calls. These calls constitute of the Incomplete calls; Blank calls, Greetings, line testing, prank calls, request for specific counsellors, silent calls and wrong number. Majority of the other calls were made by clients whose sex was undisclosed (214,484). Among the clients who openly disclosed their sex, the males were more (1,434) than their female counterparts (828).

Among the calls received at the call center, silent calls took lead with 111,356 calls (51.4%), followed by blank calls (46,734, 21.6%). This clearly reflects that the greatest number of unknown callers did not disclose their sex.

Table 5: Categories of other calls received at UCHL by sex

Case Category	Female	Male	Unknown	Grand Total
Incomplete call	554	858	37291	38,703
Blank call	2	3	46729	46,734
Greetings	10	22	901	933
Line testing	13	29	676	718
Prank call	106	242	11267	11,615
Request for specific counsellors	102	165	4539	4,806
Silent call	30	78	111248	111,356
Wrong Number	11	37	1833	1881
Grand Total	**828**	**1434**	**214,484**	**216,746**

Source: UCHL Case Management system

3.1.6 Categories of Information Inquiry cases by sex

Inquiry of various services offered by UCHL was made by a total of 13,092 callers. More males (2,729) made inquiries about UCHL than the females (1,820). However, majority of the callers (8,538) who inquired or sought for information had their sex undisclosed.

The majority of the callers (6,184)) inquired about helpline services and of these females (1,091) were more than the males (1,047). 3489 callers inquired about other services, and they constituted of 747 were males, and 175 were females. A total of 2567 callers who inquired about other services did not disclose their sex. 1 out of the total number of callers needed information about birth registration. Other children who were either neglected or orphaned and were in need of school fees also called and these included 191 females and 315 males.

It should be noted that most of the callers called to seek for information on Helpline services and of these women were more.

Table 6: Information Inquiry by Sex

Case Category	Female	Male	Unknown	Grand Total
Adult related	195	315	702	1212
Birth Registration			1	1
Employment/job	10	38	105	153
Financial Aid	41	101	252	394
In need of school fees	191	315	443	949
Inquiry of other services	175	747	2567	3489
Reproductive Health	6	1	10	17
Topical Issues (Child rights, Biology etc.)	86	139	381	606
Medical Aid	25	26	36	87
Information on Helpline Services	1091	1047	4046	6184
Grand Total	1820	2729	8543	13092

Source: UCHL Case Management System

3.2 Analysis of Child Abuse cases

3.2.1 Category of child abuse cases by sex

The most common forms of child abuse cases that were reported through the Uganda Child helpline include: child exploitation; child neglect; child trafficking; emotional abuse; murder; online child sexual abuse and violence; physical abuse and; sexual abuse. Generally, females were more affected by abuse cases (57.6 %) compared to their male counterparts (38.2 %). The unknown were 4.2 %. Of the child abuse cases, child neglect took lead 57.4 % and in particular child maintenance under child neglect had the highest number of cases (62.5%). Another form of child abuse case that was high was sexual abuse (753, 24.2%) and under this category, defilement took lead (426, 56.6%). The least case of child abuse by sex was online child sexual abuse and violence with 5 cases (0.16%).

Table 7: Cases of Abuse by Sex

Child Exploitation	Female	Male	Unknown	Total
Child Labour - Bonded	1		0	1
Child Labour - Commercial	9	8	4	21
Child Labour - Domestic	46	17	0	63
Commercial Sex Exploitation	6	0	0	6
subtotal	**62**	**25**	**4**	**91**
Child Neglect				
Child abandonment	66	77	13	156
Child Maintenance	504	601	14	1119
Child Malnutrition	4	11		15
Denial of Education	237	235	7	479
Unknown			22	22
subtotal	**811**	**924**	**56**	**1791**
Child Trafficking				
Abduction/Kidnapping	15	9		24
Cross Border Trafficking	2		2	4
Internal Trafficking	13	7	2	22
subtotal	30	16	4	**50**
Emotional Abuse				
Bullying	1	0		1
Labeling	1	0		1
Verbal attack	6	5		11
Witness to violence/abuse	1			1
Unknown			5	5
subtotal	**9**	**5**	**5**	**19**
Murder				
Attempted Murder	1	4	1	6
Child Sacrifice	1	2		3
Mysterious Death	1	3		4

Unknown			10	10
subtotal	**3**	**9**	**11**	**23**
Online Child Sexual Abuse & Violence				
Exposure of Online Child Pornography		1	1	2
Victim of Online Sexual Exploitation	1	1		2
Unknown			1	1
subtotal	**1**	**2**	**2**	**5**
Physical Abuse				
Beating	132	169	11	312
Burning	10	14	1	25
Corporal Punishment	11	18	2	31
Unknown			18	18
subtotal	**153**	**201**	**32**	**386**
Sexual Abuse				
Defilement	423	3		426
Early/Forced Marriage	167	3		170
Sodomy		4		4
Teenage Pregnancy	136	0		136
Unknown		0	17	17
Subtotal	**726**	**10**	**17**	**753**
GRAND TOTAL	**1795**	**1192**	**131**	**3118**

Source: UCHL Case Management System

3.3 Analysis of Case Management

Information on the various variables in regard to the Uganda Child helpline was analyzed and assessed in order determine the progress of reporting and case management of cases of children's rights violation. Below are the findings

3.3.1 Perpetrator Marital Status

Statistics from the Uganda Child helpline indicates the marital status of the perpetrators. During FY 2017/18, the highest number of perpetrators were married (1612) followed by single (373) and the least number of perpetrators were the divorced (15)

Figure 1: Marital status of perpetrators
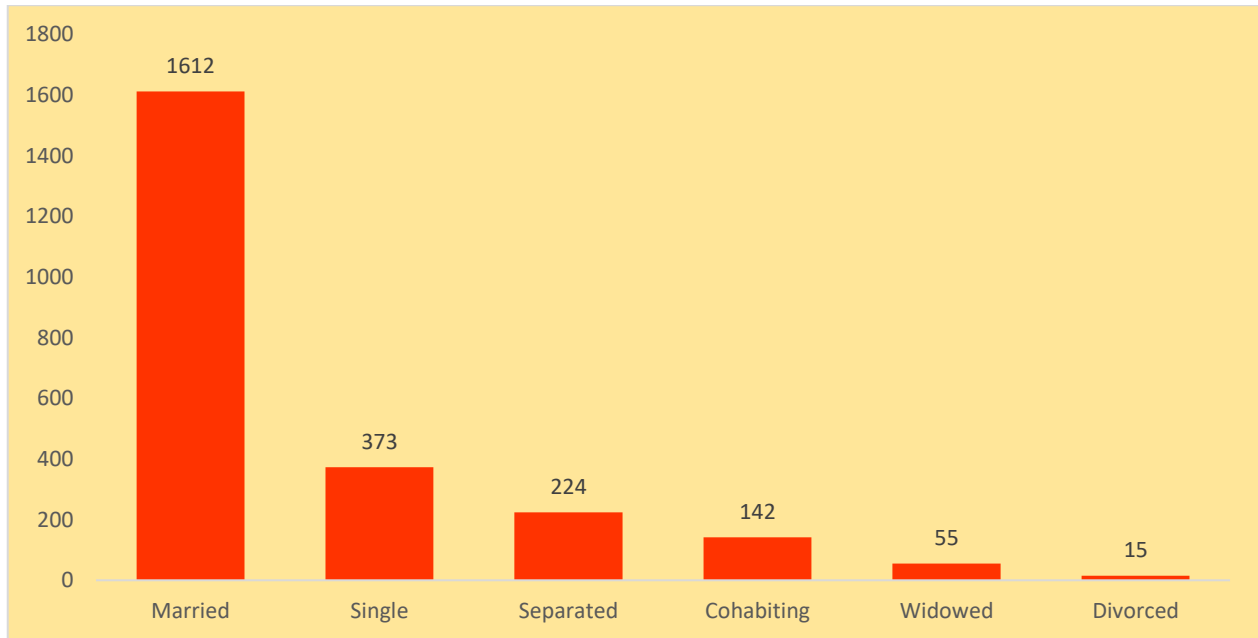
Source: UCHL Case Management system

3.3.2 Perpetrator Relationship with the Victim

The table below shows the relationship between the perpetrator and the client. Analysis shows that most of the perpetuators were closely related to the clients. Fathers (2,144) constituted of the highest number of perpetuators of child abuse cases. Followed by males who were not related to the clients (549) and mothers (422). Close attention should be put on close relatives, most especially the fathers of the victims who tend to be the highest number of perpetuators in child abuse cases according to the analysis that was carried out.

Table 8: Perpetrator Relationship with the Clients

Perpetrator Relationship With Victims	Frequency
Aunt	67
Both parents	1
Cousin brother	11
Boy friend	1
Brother	15
Brother in law	1
Community member	3
Employer	2
Facebook friend	1

Family friend	1
Family members	1
Father	2,144
father in law	1
Foster Father	2
Foster Mother	3
Female friend of the child	1
Male friend of the child	50
Girl Cousin	4
Granddaughter	1
Grandfather	24
Grandmother	47
Head teacher	1
Husband	8
L.C I Defence secretary	1
Mad man	1
Mother	422
N/A	143
Neighbour	92
Nephew	1
Niece	1
Not related	3
Other family member - Female	10
Other family member - Male	22
Other not related adult - Female	64
Other not related adult - Male	549
Peasant	1
Peer - Male/ Not a friend	24
Relatives	1
Self	1
Sister	8
Student	1
Step brother	6
Step sister	5
Stepfather	31
Stepmother	113
Teacher - Female	11
Teacher - Male	120
Uncle	85
Worker in care facility - Male	5
Grand Total	4,111

Source: UCHL Case Management system

3.3.3 Health Status of the perpetuators

The UCHL captures information about the health of the perpetuator. Out of 697 perpetuators, 648 were healthy. 38 perpetuators were HIV positive, 5 were mildly sick and 3 were drunk. Further analysis indicates that there were more male perpetrators (573) who revealed their health status compared to their female counterparts (117).

Table 9: Perpetrators Health Status.

Perpetrator Health Status	Female	Male	Unknown	Grand Total
Chronically ill	1	0	0	1
Drunkard	0	3	0	3
Healthy	110	532	6	648
HIV Positive	4	33	1	38
Mentally unstable	1	0	0	1
Mildly sick	1	4	0	5
Reporter thinks he is HIV positive	0	1	0	1
Grand Total	**117**	**573**	**7**	**697**

Source: UCHL Case Management System

3.3.4 Status of Cases reported

The Status of the cases handled by the Uganda Child helpline cut across three dimensions. And these are namely; the Closed cases, incomplete cases and the ongoing cases. Majority (231,502) of the cases that were handled by the Uganda Child helpline were completed and closed. These constituted of 98.90%. 2,478 cases were still ongoing and 89 cases were incomplete.

Figure 2: Status of cases reported
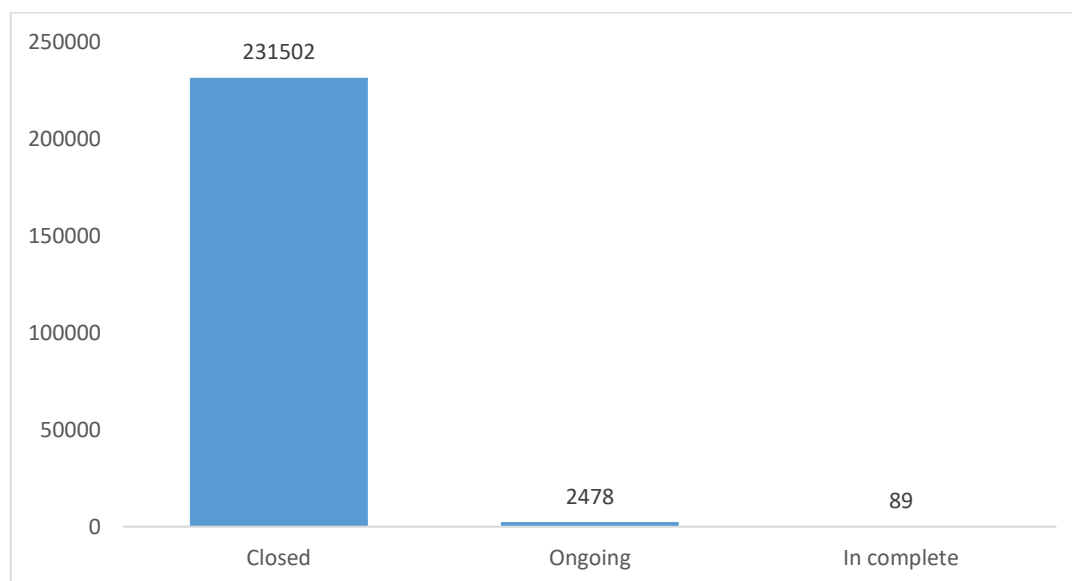
Source: UCHL Case Management System

3.3.5 Services Offered to the clients by sex

In addition to receiving GBV cases, the helpline offers other services to clients. Such services include, the basic needs support, legal support, provision of information and psychosocial support. Analysis shows that 2,670 males received more services from the helpline compared to

2670 females and the majority of services were offered to clients whose sex was unknown (4,014). Callers who were provided with Information constituted of the highest number (5625), and of these, females (1,638) were more than the males (1382). Of the 3,203 callers who were given awareness, males (1,195) were more than their female counterparts (656). 259 callers were offered psychosocial support. Of these callers, there were more females (109) who were offered psychosocial support than the males (93). This shows that there were more males who did not have knowledge about the services of the Helpline before seeking awareness compared to their female counter parts.

Table 10: Services Offered

Type of Services Offered	Female	Male	Unknown	Total
Awareness	656	1195	1352	3203
Basic needs Support	1	0	0	1
Legal Support	2	0	0	2
Provision of Information	1638	1382	2605	5625
Psychosocial Support	109	93	57	259
Grand total	2,406	2,670	4,014	9,090

Source: UCHL Case Management system

3.3.6 Categories of Counseling Services by Sex

Clients or Victims are given different counselling services depending on the case category to be handled. The table indicates that females (506) had more counseling sessions compared to males (433) and unknown (96).

Among the child counselling cases, child custody (310) had the highest counseling case category followed by Parent/Child Relationship (117). The cases of counselling included lose and grief, discrimination and self-esteem and these registered the least cases.

Table 11: Cases of Counselling by Sex

Case Category	Female	Male	Unknown	Total
Addiction	1	3	1	5
Boy/Girl Relationship	8	6		14
Career Guidance	6	10	1	17
Child Custody	167	131	12	310
Child to Child Sex	27	1		28
Differently abled persons	4	9	4	17
Discrimination	1			1
Family Issues	23	18	13	54
Juvenile Delinquency		2		2
Legal Issues	10	13	3	26
Life skills	3		1	4
Loss & Grief	1			1
Lost Child	68	41	2	111
Marital Issues	31	36	33	100
Medical Care	14	13	4	31
Orphans	13	11	2	26
Parent/Child Relationship	39	75	3	117
Parental Guidance	17	10	5	32
Peer Influence	1	2		3
Property Rights	12	24	9	45
Reproductive health Issues	6	1	1	8
Run away Child	37	9		46
Self Esteem		1		1
Street Child	4	5		9
Stress/Depression	5	3		8
Student/Teacher Relationship	8	9	2	19
Grand Total	506	433	96	1035

Source: UCHL Case Management system

3.3.7 Child Care Givers

Out of the 3,517 care givers, majority (1564) of them were single parents to the clients. 1044 care givers were categorized as both parents, 409 caregivers were grandparents and 330 were guardians. It should be noted that 52 child headed households were among the care givers. Family friend, refugee, step father, street child, teacher and others were the least number of care givers and all reported 1 victim with whom they lived with.

Table 12: Child Care Givers

Household Head	Frequency
Both Parents	1044
Aunt	12
Brother	5
Child Headed	52
Cohabiting	4

Elderly person	5
Employer	4
Expecting Mother	2
Family Friend	1
Good Samaritan	2
Grand Parents	409
Guardian	330
Hospital	1
In-laws	2
lives on his own	1
Lives with a perpetrator	1
Mother and stepfather	49
Neighbour	1
Organisation	1
Refugee	1
school	2
Single Parent	1564
sister	3
Stays with a friend	4
Stays with a perpetrator	1
Step father	1
Stepmother	11
Street Child	1
Uncle and wife	3
Grand Total	**3517**

Source: UCHL Case Management system

3.4 Key findings:

I.   Total number of callers by sex were 57,054. Of which, 34.3 % were made by females, 65.7% by males.

II.   The case status stood as follows:
- Cases closed were 231,502 (98.9%)
- Incomplete 89(0.04%)
- Ongoing 2,478(1.06%)

III.   The leading language used was Luganda with 22,722 calls followed by English (18,292) and Runyankore (3,783) calls.

IV.   The majority of the cases (12,097) were reported by community members followed by family members with 3,491 cases. The least used language used was lusamya and the rest of the languages were averagely used.

V.   Type of services offered. These included, legal support services, provision of information and psychosocial support services

VI.   The Child abuse cases reported included: child exploitation, child neglect, child trafficking, emotional abuse, murder, online child sex and violence, physical abuse, and sex abuse. Of these, child neglect took lead with 1,791cases (51.6 % males, and 45.3% and 3.1 others.). This was followed by sexual abuse with 753 cases (726 females (96.4%) and 10 males (1.3%) and 17(2.3%) unknown

VII.   The category of callers who provided information through UCHL constituted of various groups and not only children. The majority (12,097) of cases were reported by community members, followed by family members (3,491)

VIII. From case management analysis, the highest number of perpetuators were married people (1,612) followed by those who were single (373).

IX.   Most of the perpetuators of the child abuse cases were closely related to the clients and fathers (2,144) constituted the highest number.

X.   Majority of the perpetuators who committed offences of child abuse were healthy people (648)

XI.   The majority of the child care givers (1,564) were single parents. This is an indication that family breakage could be on the rise and parents opt to live a single life as opposed to married life.

XII.   Not all calls that were received at the call center were reporting child abuse cases. Other calls were meant for greetings, making inquiries, requests for specific counsellors, wrong numbers and others. It is therefore some of these calls that triangulate into big numbers of variable called 'unknown' that is in reflected in some tables

4.0 CHAPTER FOUR

4.1 Challenges

a) Several cases of variable are captured as unknown and yet these could be useful data points that would enrich the analysis (missing information).

b) Need for staff that can speak more languages across the Country to work as call center managers. Currently approximately 20 languages are spoken fluently by the counselors.

c) Inadequate funding for the office of the DPSWO which leads to delays in follow-up of referred cases.

d) Difficulty of knowing the details of the perpetuator with Child abuse cases in the analysis

4.2 Recommendations

a) A part from the UCHL platform, children should be encouraged to report cases through schools and communities should also put in place mechanisms that would encourage children to report child abuse.

b) Parents should be encouraged to join parent support groups for peer support in case of child abuse and also generate ideas to improve family livelihood in a sustainable manner

c) Hold UCHL quarterly Regional data review meetings with UCHL mangers, councilors, victims and other stakeholders to review progress and development of the UCHL.

d) Regularly produce annual report for UCHL and disseminate to various stakeholders.

e) Refresher training for UCHL councilors and data mangers to enable them improve on their data management and client counselling skills.

f) Pronounced cases of unknowns should be drastically reduced in the data base, as they may not be useful to the analysis. This cases of unknowns may even be dropped in the analysis since it was explained by the IT officer in charge of child Helpline that not calls received are actually meant for child abuse cases.

g) The call center managers should as much as possible make call follow ups to obtain the missing Information from the callers that ends up generating several Unknowns.

h) Children who called and complained about lack of school fees (506) need to be followed up by the call center managers and assisted and supported (table 6, page 9) by UNICEF

Appendix:

Appendix 1: Victims /Clients District of Origin

District	Frequency
Abim	39
Adjumani	25
Agago	12
Alebtong	28
Amolatar	7
Amudat	12
Amuria	20
Amuru	17
Apac	24
Arua	45
Budaka	13
Bududa	20
Bugiri	132
Buhweju	17
Buikwe	110
Bukedea	29
Bukomansimbi	40
Bukwo	19
Bulambuli	20
Buliisa	24
Bundibugyo	45
Bushenyi	52
Busia	39
Butaleja	27
Butambala	44
Buvuma	31
Buyende	171
Dokolo	19
Gomba	95
Gulu	70
Hoima	121
Ibanda	58
Iganga	141
Isingiro	111
Jinja	178
Kaabong	23
Kabale	77
Kabarole	111
Kaberamaido	32
Kalangala	40
Kaliro	22
Kalungu	36
Kampala	721
Kamuli	316
Kamwenge	183
Kanungu	28
Kapchorwa	16

Kasese	164
Katakwi	19
Kayunga	113
Kibaale	164
Kiboga	106
Kibuku	27
Kiruhura	61
Kiryandongo	48
Kisoro	32
Kitgum	38
Koboko	13
Kole	29
Kotido	26
Kumi	16
Kween	11
Kyankwanzi	69
Kyegegwa	50
Kyenjojo	170
Lamwo	14
Lira	93
Luuka	55
Luwero	152
Lwengo	85
Lyantonde	43
Manafwa	31
Maracha	3
Masaka	125
Masindi	38
Mayuge	101
Mbale	101
Mbarara	106
Mitooma	9
Mityana	136
Moroto	25
Moyo	9
Mpigi	102
Mubende	177
Mukono	207
Nakapiripirit	30
Nakaseke	60
Nakasongola	147
Namayingo	83
Namutumba	43
Napak	9
Nebbi	15
Ngora	21
Ntoroko	14
Ntungamo	88
Nwoya	20
Otuke	13

Oyam	25
Pader	20
Pallisa	20
Rakai	116
Rubirizi	108
Rukungiri	60
Ruth	1
Serere	38
Sheema	17
Sironko	21
Soroti	70
Ssembabule	53
Tororo	162
Wakiso	829
Yumbe	15
Zombo	49
Unknown	225,694
Grand Total	234,069

Source: UCHL Case Management system

Appendix 2: Glossary of Terms

Incomplete call Refers to a call that breaks off before the caller completes giving the details of his/her call

Blank call This is when due to network issues the recipient hears nothing

Greetings Calls that are usually received by the call center managers but are meant only for greeting them and not for reporting VAC cases against children

Line testing Call usually made for purposes of finding out the functionality of the system

Prank call Calls meant for teasing, Joking, tricking, a recipient of the call and are usually not seriously meant for genuine VAC cases

Request for specific Counsellors Calls made to specifically seek for counselling services

Silent call Refers to a situation where a caller calls and does not talk or respond to the recipient of the c all due to certain reasons best known to him or her. Such calls are usually received and the recipient may hear what is going on

Wrong Number A call that is un intentionally made to a number that is dialed wrongly

Child to Child Sex Sexual Offence or encounter that takes place between individuals who are children

A child A person below 18 years of age

Discrimination This refers to the unjust or prejudicial treatment of different categories of people or things, especially on the grounds of race, sex and age

Family Issues Are issues that arise within a family and may be resolved amongst the members. For example, balancing work and home life, agreeing on parenting decisions, handling arguments, relationships, responsibilities, etc.

Juvenile Delinquency	Juvenile delinquency, also known as "juvenile offending", is participation in illegal behavior by minors (juveniles, i.e. individuals younger than the statutory age of majority). Most legal systems prescribe specific procedures for dealing with juveniles, such as juvenile detention centers, and courts.
Legal Issues	Legal issue or issue of law is a legal question which is the foundation of a case. It requires a court's decision. It can also refer to a point on which the evidence is undisputed, the outcome of which depends on the court's interpretation of the law.
Life skills	Life skills are abilities for adaptive and positive behavior that enable humans to deal effectively with the demands and challenges of life eg tying your shoe laces, swimming, driving a car and using a computer are, for most people, useful life skills.
Loss & Grief	The first reaction to learning about the terminal illness, loss, or death of a cherished loved one
Parent/Child Relationship	Child relationship is often considered to be the most enduring and significant relationship in one's life. There are different types of parent-child relationships and how they impact on the development of the child
A child	A person below the age of 18 years as per the Children Act, Cap 59
Child abuse	Acts which cause physical, psychological or sexual harm to children or those which deny them the basic necessities of life
Child Labour	Work by a child that is harmful to their health, education, mental, physical or moral development
Child Marriage	Marriage before the legal age of 18 years
Child protection	Embodiment of series of components (e.g. Laws, policies, regulations, services, capacities, monitoring, and oversight) organized around the goal of preventing and responding to protection risks such as abuse, abandonment, exploitation, and neglect

Community	A group of people either living in a geographical area or who share common interests and/or organized in a social structure that exhibits some awareness of common identity
Community dialogue	A bottom-up Approach to community development used by the community to identify issues, agree on priorities to be incorporated in their community plans and solve/address them using available resources within the community. This tool involves networking amongst stakeholders such as faith based organizations, women and youth groups and sector ministries

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